Non-Merit Position
(This position is exempt from the State of Delaware Merit System)

Application Support Specialist

CLASS CODE: L21315

LOCATION: DSP Headquarters, Dover

SALARY: pg 14 $44,982

OPENING DATE: May 22, 2015   CLOSING DATE: June 4, 2015

NATURE AND SCOPE:

This class is responsible for assisting in systems analysis and design and for writing, testing, debugging and documentation of computer programs. Supervision is provided by a technical superior. Duties include assisting in systems analysis, designing computer program logic, writing new and modifying existing programs, preparing test data, testing, debugging programs, preparing time and cost estimates and writing the required documentation. Work at this level places more emphasis on computer programming than on systems analysis. Principle contracts are with users in order to develop programs which fulfill their information system requirements and with computer operations when testing programs.

PRINCIPLE ACCOUNTABILITIES:

- Assists higher level Application Support Specialist in system analysis and design.

- Designs computer program logic and prepares flow charts or other methods of illustrating logical sequence.

- Writes new programs and modifies existing programs, reviews program code for accuracy and completeness.

- Develops test data, tests and debugs computer programs.

- Prepares time and cost estimates for completion of work assignments.

- Trains end users on the functionality of newly developed software.

- Troubleshoots issues concerning various software applications. These applications may be 3rd party or developed in-house.

- Assess 3rd party software for use when an in-house solution is not warranted

- Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Ability to:
- Perform requirements gathering and develop use cases for potential projects
- Design, code, and implement custom software and database solutions
- Test, debug, and document software
- Analyze existing code bases and identify issues or improvements to be made
- Model data and workflows to ensure projects are architected correctly
- Administer Web and Database servers
- Stay current on new technologies that may be beneficial to our development processes
- Troubleshoot basic network and desktop issues
- Work effectively as a member of a team
- Think creatively to meet business challenges
- Communicate effectively (written and verbal)
- Adapt to an environment where policies and procedures continually evolve

MINIMUM QUALIFICATIONS / EXPERIENCE:

Technical experience should include the development of Client Server applications with specific experience in the full lifecycle development of .NET applications.

Experience developing applications using the Microsoft .NET framework with VB.NET or C#

Strong skills in using SQL Server 2008 and higher
Associate's Degree or higher in an I/T discipline strongly preferred, or equivalent work experience

Conditions of Employment:
Direct deposit of paychecks is required as a condition of employment. Applicants must be legally authorized to work in the United States. A satisfactory criminal background check is required as a condition of employment. Union Covered Positions - A labor organization has been elected by employees as their representative for collective bargaining and other work related purposes. The person selected for this position shall as a condition of employment, join and pay dues to the labor organization or may, instead not join but pay a service fee no greater than the dues.   The labor organization is required to represent all employees, even those who do not join.

Benefits: To learn more about the comprehensive benefit package please visit the State Personnel web-site at http://www.delawarestatejobs.com/benefits/index.shtml

APPLICATIONS:

Please submit a Delaware State Police civilian application to:

DELAWARE STATE POLICE, Human Resources Office, P.O. Box 430, Dover, DE 19903

Applications can be found at our website at:

http://www.dsp.delaware.gov/employment.shtml

Applications can also be found at any troop or at our Headquarters at 1441 N. Du Pont Highway, Dover, DE 19903

Attachments to Applications:

· Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
· Applications or additional information will not be accepted after the closing date.
· Resumes will not be accepted unless accompanied by a State of Delaware Application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

The State of Delaware - An Equal Opportunity and Affirmative Action Employer

Revised: 05/20/15